

FREQUENTLY ASKED QUESTIONS

Q. Who is eligible for Rx Savings Solutions' service?

A. All State Employee Health Plan (SEHP) members are eligible for Rx Savings Solutions' service.

Q. How do I register for this service?

A. Register your account by going to https://www.rxsavingsolutions.com/start_saving and entering in your Last Name, Date of Birth and your SSN. Once registered, you may request a review of your medications or you will be registered to receive proactive savings alerts on your mobile phone and/or email.

Q. How did Rx Savings Solutions get my information?

A. Rx Savings Solutions received your information from the vendor contracted with the SEHP. Rx Savings is a HIPAA compliant business associate that will not sell or release your prescription information to anyone including your employer or the SEHP. The goal of the Rx Savings Solutions program is to provide you with information about your prescription drug options. The team of pharmacists at Rx Savings have the knowledge of prescription therapies and interchanges and will alert you to savings opportunities that maintain the quality of your care while reducing your out of pocket costs.

Q. How is my information used?

A. Rx Savings Solutions only uses your information (demographic identifiers, prescription data, etc.) to find savings opportunities for you. They do not sell your information or release any prescription-related information to the State Employee Health Plan or your employer. To further learn more about how Rx Savings Solutions handles your information, please visit their privacy policy at <https://www.rxsavingsolutions.com/privacypolicy>

Q. How do I save money?

A. Once you receive a text or email alert from Rx Savings Solutions, log into your account and look for your personalized report in the "Reports" section of your account. You will be able to download and print this guide to savings complete with details on what savings were identified and step-by-step instructions on how to take advantage of your savings.

Q. Who do I contact with questions?

A. Should you have any questions regarding your savings report, please either email Rx Savings Solutions at pharmacist@rxsavingsllc.com or call them at 1-800-268-4476.

Q. How do I know Rx Savings Solutions has my best interests in mind?

A. Rx Savings Solutions was founded by pharmacists passionate about saving their patients money. These doctors of pharmacy have spent many hours researching creative ways to save their patients money and want to deliver that information to you. Rx Savings Solutions will only deliver savings opportunities to you that save you money. They ask that you always consult your physician, as they do not seek to replace your relationship with your physician or pharmacist. We recommend you consider what they suggest because it will financially benefit you and is sound advice from pharmacists.

Q. How does it work?

A. Rx Savings Solutions will alert you via email and/or text message when they find you a savings opportunity. Upon receiving your alert, log into your account and download your personalized report with step-by-step instructions on how to achieve your savings. Everything you need to accomplish your savings is included in your report. You may also log into your account and manually enter your prescription details and associated costs and also receive a personalized report.

Q. Why do I need to provide you with my email and mobile phone?

A. To maximize the methods by which we can contact you about your savings opportunities, please register your email and mobile phone. Rx Savings Solutions will only text message you if there is an opportunity for you to save. They respect your privacy and will not contact you unless you are able to save.